



ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone: 2013 OCT -8 A 9:32Fax: (Priority: Respond Within Five DaysAZ CORP COMMISSION
DOCKET CONTROLOpinion No. 2013 - 113202Date: 10/7/2013Complaint Description:

01H Billing - Smart Meter

08A Rate Case Items - Opposed

First:Last:Complaint By:

Ssuzanne

Grandon

Account Name:

Ssuzanne Grandon

Home: (000) 000-0000Street:Work: (000) 000-0000City:

Oak Creek

CBR: IState:

AZ Zip: 00000

is: E-MailUtility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone:Nature of Complaint:

From: SSuzanne Grandon [mailto:]

Sent: Monday, October 07, 2013 3:04 PM

To: aps@aps.com

Cc: Utilities Div - Mailbox; Stump-Web; Pierce-Web; Burns-Web; BitterSmith-Web; RBurns-Web

Subject: misrepresentation

Arizona Corporation Commission

DOCKETED

To: Daniela/APS Customer Care Center/APS and Staff

From: SSuzanne Grandon

Account No:

OCT 08 2013

Dear Daniela/APS and Staff:

DOCKETED BY

Thank You for your letter dated only October 2013, which included APS Public Relations Sheet entitled "Automated Meters: Myth vs. Fact". I received this APS mailing at my address October 5, 2013, following my conversation with APS on October 3, 2013, 3:33 pm.

Perhaps their has been a glitch in the APS internal communications system?

My call was not for the purpose of/nor did I request any further information from you.

My call was very clear - to officially Opt Out of the so-called "smart" meter/ digital utility meters and to keep my analog utility meter that is in good working order.

I do understand that APS would like to provide information to APS customers to inform/influence regarding a choice, and acknowledge that it can be done with a phrase that is also honest and not misrepresenting a customer's actions.

I am sure you now understand that I do not appreciate or wish to be misrepresented in this way: "Thank you for contacting APS. We are happy to enclose the information you requested."

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Please refer to my account/telephone recording to reference my conversation with Caniela, (APS Representative who spelled her name for me), who returned a call to me from 602-371-7171 on October 3, 2013, at 3:33PM. During this conversation, Caniela said my account was now marked "do not install..." and "do nothing without contacting the customer." I repeated this information and she replied, "Yes, that is correct."

This is indeed what I was calling for and expect this to be clearly written in my account record. If for any reason APS records do not show this as true - I ask to be informed now.

APS promotes itself in print as separating "myth" from "fact" (evidenced in the Public Relations sheet sent to me in the letter cited above).

I support this idea of separating Myth from Fact and for the record clearly state now:

The Myth being promoted in the APS referenced letter to me is that this was the reason for my call - requesting information:

"Thank you for contacting APS. We are happy to enclose the information you requested."

The Fact recorded by myself and shared with several neighbors:

On October 3, 2013, at 3:21PM - I called APS to Officially Opt Out of so-called "smart" meter/digital utility meters and to keep my analog meter that is in good working order.

I received a customer service representative call back at 3:33 PM and was led to believe my account was now listed as Opting Out with a note "not to install" and "not to do anything without contacting the customer (me) first."

When asked why I was choosing to opt out, I stated: "Health reasons, primarily...due to the nature of our small closely contained units in a row, that would equal 5,6,or 10 meters in the size of a normal house, and that this is unacceptable to me and many of my neighbors.

I also want to state that the representative on the phone was polite, listened, and stated clearly that I am now on record as Opting Out. I trust this will be reflected and remain the case regarding my account.

I would further like to state that I am not happy about the Myth/misinformation APS has given to my neighbors stating an \$80 fee to remove the so-called "smart meters" that APS installed without prior notice or contact, and the stated \$30 charge per month to have an analog meter read. The Fact, from my research, is that no such fees or charges have been approved or put into place, and this information is therefore clearly untrue and therefore misrepresentation that can be considered coercion to keep the so-called "smart meters" in place. Further more, I question how you could possibly justify such a fee and charges.

I would expect APS and APS employees/representatives to be interested in a Respectable Public Image, as demonstrated by the amount of money being invested in Public Relations and Promotional Materials. Actions of repeated misrepresentation, such as addressed above, do more to tarnish APS image in the customer's eyes than any polished campaign can overcome at this time. I will continue to compare APS Public Relations Information with my own research to discern wherein the truth lies.

I stand by my choice to Opt Out of any such so-called "smart" utility meter/digital utility meter of whatever name APS may apply, and choose to keep my analog meter that is now in good working order. You may even agree with my choice, when you are both well informed and consider the matter from my perspective as customer to further understand why this is unacceptable to me and to many of my neighbors.

I look forward to an ongoing relationship with APS that will bring forth greater transparency with integrity for the greater good and benefit of all.

Respectfully Submitted,
Ssuzanne Grandon
Ssuzanne Grandon

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Resident Sedona, Village of Oak Creek, AZ

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0069. Closed

End of Comments

Date Completed: 10/7/2013

Opinion No. 2013 - 113202
